(ii) Booking of Fault on Interactive Voice Response Systems (IVRS).

(iii) Computerisation of Billing.

In addition, efforts are also being taken to improve the training and orientation of personnel by imparting appropriate induction and inservice training. Also, special drive has been undertaken to impart behavioural and attitudinal training to staff working in these areas.

Outstanding dues against Private Operators

4617. SHRI C.M. IBRAHIM: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what are the accumulated arrears of payment due to DOT from the private telecome operators as on March 31, 2000;

(b) the dues recovered by DOT during 1999-2000;

(c) the steps taken and are being taken to recover the dues indicating the bank guarantees held against these dues; and

(d) the steps taken to resolve the disputes so far?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (a) and (b) The position is given in the enclosed statement *(See* below).

(c) Steps taken to recover the dues included, inter-alia, issue of notices, invocation and encashment of Financial and Performance Bank Guarantees from time to time. As on 31.3.2000, the value of Financial and Performance bank Guarantees in the possession of DoT against the dues was Rs. 343.11 crores. In April 2000, Migration Package for the revival and migration of terminated licenses to revenue sharing regime under New Telecome Policy 1999 has also been offered to two cellular companies whose licenses had been terminated earlier following the non-payment of dues. The Package stipulates inter alia clearance of outstanding dues up to respective cut-off dates togther with interest and penalty.

(d) The disputes are settled according to laid down procedures as and when they arise. In some cases arbitrators have also been appointed under the terms of License Agreements.

STATEMENT

(Rs. In Crores)

Name of Service	Arrears of Payments Due to DoT as on 31.3.2000	Amount Collected by DoT During 1999-2000
Basic	0.00	481.49
Cellular	879.00	2239.36
Radio Paging	249.08	4.68
V. Sat.	6.72	29.71
E. Mail	2.01	1.44
V. Mail	0.52	0.72
PMRTS	0.32	1.08
GMPCS	0.00	0.44
TOTAL:	1137.65	2758.92

Note : Arrears shown are of service license fees as per license agreements, read with the migration package under NTP-99 (for migration to revenue-share regime) and exclude interest payable up to actual dates of payment and other dues like liquidated damages and wireless fees/royalty. The amounts collected include the service license fees, actual interest/penalty for delayed payments, liquidated" damages (including interest for delayed payment) and revenue share.

Setting up of Call Centres

4618. SHRI C.M. IBRAHIM: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether there is any scheme for setting up call centres in the country;

(b) if so, the details of the scheme and the modus operandi thereof; and

(c) the facilities and incentives if any to be offered to the operators of the call centres?